

ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET

Program: Student Health Services **Planning Year:** 2019-2020 **Last Year CPPR Completed:** 2014-2015

Unit: Student Health Services

Cluster: Student Services

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

No changes

B. Describe any changes in primary relationships, internal and external, to the District.

- 1) Coordinator of Health Services is now Director of Student Health Services and continues to report to the VPSS.

C. List any changes to program service, including changes and improvements, since last year, if applicable.

- The Student Health Center continues to evaluate current and past performance to refine and optimize services to and for students, while remaining fiscally responsible and promoting cost effectiveness. The Student Health Center seeks to serve the needs of a diverse student population with a focus beyond responding to illness, and a goal of becoming a leading resource on campus for physical and mental wellness. Since the last APPW, Health Services has made the following changes:

- 1) Health Services key staffing changes:

- The college hired a permanent Director of Student Health Services. This position was reclassified from a Faculty Coordinator of Student Health Services. The Board of Directors approved the hiring of Nicole Johnson, who served as the Interim Coordinator of Student Health Services for the past year, as the new Director of Student Health Services.
- The Student Health Services staff was restructured in the 2018-2019 school year to address program needs. Previously the department had two Health Office Assistants and one position was changed to a Health Services Program Specialist. This position assists the Director with planning and implementing wellness events, specifically college health issues as demonstrated by research and promotes the mission and vision of the college. We plan to

have a part time student worker to assist with health office duties as well. The goal is to promote our health and wellness services throughout both campuses by offering additional events and outreach, as well as reaching online-only students through creative strategies. These changes provide a preventative health and wellness model for our college campus.

- Lastly, we hired 2 additional part-time temporary MFT Associates to increase our capacity to see students for mental health counseling. We now have one FT licensed MFT whose time is 100% dedicated to Student Health Services and 3 PT Associates who are supervised under her license. This model is a cost-effective way to increase mental health services, however we still require creative ways to fund the associate positions in the long-run. We were able to use carryover funds from previous years to trial the expanding intern program this year but will be looking to support the program with a sustainable approach in future years.
 - We continued to meet requests on NCC for additional services by offering staff availability four days a week and increasing mental health appointments and availability. Mental health services are offered two days per week on NCC, a significant change in the mental health delivery of services on this site. By hiring a bilingual counselor on North County, we improved our capacity to provide culturally competent mental health services.
- 2) Providing greater consistency in service delivery across all sites, we instituted the following: hiring of a Program Specialist to provide outreach services in SLO/NCC; allocating time for the Director each week to be on-site on the North County; offering mental health service delivery through a licensed MFT and associate on each campus; and regular staff meetings to disseminate new processes to staff at each campus.
 - 3) Cuesta College was awarded a Mental Health Support Allocation through the California State Legislature. This one-time funding for California Community Colleges will support mental health services and training. These funds also support education efforts for Cuesta staff and students, focusing on suicide prevention and training for staff that work with at-risk students through Mental Health First Aid training, which is offered three times per year during flex days in SLO and NCC.
 - 4) The Health Center opened a new clinic as part of the new Campus Center on North County. This premier space provides a comfortable open lobby, two private offices for counseling, and two examination/laboratory rooms. The new clinic provides greater accessibility to students on campus and greater privacy for students accessing our services.
 - 5) One new process we implemented during the Fall of 2018 is a screening tool for students accessing mental health services. This screening helps identify at-risk

students with immediate concerns, who then meet with an RN or MFT for a same day evaluation of their safety and referrals if necessary.

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

1. We partnered with Campus Police to implement Cuesta College's new Tobacco Free Policy as of January 1, 2019.

II. **ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES**

A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

- The Health Services Program supports and enhances the mission of Cuesta College by helping students achieve and maintain optimal physical, mental and emotional health, and educating students toward taking responsibility for their own health and wellness. All students who have paid the health fee are eligible to receive free and low-cost services provided by an outstanding team of professionals. Students at the South County campus and Distance Education (DE) students also benefit from the online resources available on the Health Center website and the Facebook page as well as the online magazine, Student Health 101.

B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

Institutional Goal 1: San Luis Obispo Community College District will enhance its programs and services to promote student's successful completion of transfer requirements, degrees, certificates, and courses.

Supporting the overall mission of the college in the standard of quality, excellence and accessibility, the Student Health Services program provides limited basic services and programs that promote student involvement to achieve academic and personal success on the San Luis Obispo and North County campuses.

- 1) By increasing access to acute care services for minor illnesses and injuries and mental health care in the Student Health Center, Health Services promotes student success by addressing the non-academic factors impeding learning.
- 2) By promoting the online magazine, Student Health 101, Health Services created a format for all students, including DE students, the means to access up to date information and resources that encourage optimal health and wellness.
- 3) By creating opportunities for non-traditional students, including evening only and re-entry, to access services beyond "normal" office hours, we have decreased barriers to care and provided greater opportunity for students to access health services for untreated physical and mental health illness. Also, for the third year in a row, we offered the SLO health center as a site for student athletes to obtain pre-season physical exams in partnership with the athletic

department and local volunteer physicians. Health Services also held “after hours” flu clinics to promote protection against influenza.

Institutional Goal 3: San Luis Obispo Community College District will assess and improve the quality and effectiveness of its participatory governance and decision-making structures and processes.

- The Student Health Services Director serves on both the SIRT and Wellness committee. In addition, she has accepted a role on the Tobacco Free Implementation taskforce, Homelessness Taskforce, and Emergency Planning Committee.

Institutional Goal 5: San Luis Obispo Community College District will strengthen its partnerships with local educational institutions, civic organizations, businesses, and industries; Core Principle 6: Resource Development.

The Student Health Center Staff seeks opportunities to connect with local health care providers and community service agencies to increase awareness of our services and to augment the services we provide to students. Recent examples of collaborative efforts include:

- Partnering with various on campus departments, such as Student Life and Leadership the Health Center invites local community health agencies and businesses to promote wellness activities and opportunities. We participated in events with outside agencies, such as Safe Spring Break, Stop the Stigma, Out of the Darkness, Cougar Days, Recovery and Wellness Event, Civic Engagement Resource Fair, and supported two blood drives on the North County.
- The Student Health Services Director collaborates with ASCC and Cal Poly to support student wellness services and Sexual Assault Awareness activities, such as Walk a Mile in Her Shoes.
- The Student Health Services Director serves on the Mental Health Services Act Advisory Committee and the Suicide Prevention Council of SLO County.
- The Student Health Services Director collaborates regularly with staff from the Health Services Association of Community Colleges Region 6 to share information and resources related to student health and wellness.
- The Director attended the HSACCC conference this year, collaborating with CCC Health Directors from across the state.

Core Principle 2: College Culture

Core principle 2 challenges Cuesta College to continually assess its college culture and work cohesively in order to accomplish its mission and goals. To this end, the entire Health Services team collaborates regularly to identify areas in which we have been successful serving our diverse student body and areas of potential growth in the future. Notable Areas of Success include:

- Student Health Services has increased their involvement at campus wide events to increase student awareness of our services and break down stigmas in healthcare (e.g. Cougar Days, Foster Youth Advisory Committee, Studyathon, Student Success Festival, Veterans Orientation, Zoom, Athletic presentations, High School Orientation, etc.)
- Student Health 101 as a tool to reach all students at Cuesta College, not just those attending the SLO and NC campuses.
- Student Health Services has given considerable attention to updating our website and creating a Facebook page and upcoming Instagram page. This change helps us promote our services, outreach activities, and provide additional resources for students to learn about health, wellness and connecting with services both here at Cuesta College and in our surrounding community.
- Maximizing opportunities to connect and collaborate with our “Cuesta Family” – working with the Kinesiology, Nutrition, Athletics, Student Life and Leadership, Early Childhood Education and Nursing & Allied Health Departments, Zoom, Veterans Department, Student Success Center, etc. to educate and serve students and/or streamline process students use at Health Services.

Core Principle 3: Innovation/Competitive Edge/Emerging Technology

- Using the online magazine, Student Health 101, Health Services utilizes technology to improve the health and wellness of our students. During the period our department was without a coordinator and one office assistant, our visits to the Student Health 101 dropped significantly (due to a lack of promotion). Beginning March of 2019, with the addition of a Program Specialist, we have begun actively promoting the subscription again and collecting data surrounding it’s use.
- The Director attended a workshop February 2019 at the HSACCC conference and learned of exciting new opportunities to engage students in on online platform that is free to CCC health centers. Cuesta College is part of the California Virtual Campus-Online Education Initiative (CVC_OEI) “pilot program” and Health Services will promote innovative tools in health promotion through the “Wellness Central” portion of this program.

Core Principle 4: Institutional Effectiveness

Core Principle 4 directs the college to support robust Professional Development across all college clusters. The Student Health Services Director and staff have completed the following:

- EEO training
- Trauma Informed Care
- HSACCC Annual Conference
- CPR and First Aid
- NaBita Conference and Training
- OU Campus Updates for Content Providers
- Understanding generational Patterns of Parenting ACE
- EMDR Consultation and Training
- The Plight of the Modern American White Male
- Law and Ethics
- Clinical Supervision Training
- Western conference on Behavioral Health and Addiction Disorders
- LGBTQ awareness, Sensitivity and competency
- Sexual Assault Awareness Training

The Student Health Services Director and staff have participated in the following:

- Cuesta College Wellness Committee
- Mental Health Services Act Advisory Committee
- Tobacco Free Implementation Taskforce
- SIRT
- Cuesta College Emergency Planning Committee
- SLO County Suicide Prevention Forum
- Various Hiring Committees

Core Principle 7: Student Access

- The Student Health Center provides direct medical and mental health services to students on the San Luis Obispo and North County campuses.
- Using the online magazine, Student Health 101, Health Services has ensured that all Cuesta College students have access to reliable health and wellness information.
- Student Health Services continually searches for new and innovative ways to serve our students and augment the services we directly provide by seeking relationships and collaborative opportunities with our community partners. These efforts have resulted in a half time staff member from SLO County Behavioral Health being assigned to Cuesta College to assist in outreach and education related to Mental Health and Drug and Alcohol prevention. She has provided 2 trainings this year in

the suicide prevention program, QPR.

Core Principle 8: Student Success

Institutional Learning Outcome 1: Personal, Academic and Professional Development

- Because of information provided to students during the provision of direct care, through the online magazine Student Health 101, during class presentations and outreach activities, students have an increased ability to recognize, assess, and practice lifestyle choices that promote personal health and mental well-being.
- The Student Health Center along with Student Success Center, Student Life and Leadership, and ASCC sponsor a Stress-Less finals event, Safe Spring Break event, and Civic Engagement Resource Fair that incorporate community resources, literature distribution, and giveaways addressing personal health and wellness.

III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research and Assessment website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary

- Describe data collection tool(s) used.

SARS Grid

- Include updates to program data results from the previous year, if any.

Total Number of Students Served (RN, NP, MFT, Associates, NEAT)

*Student Health Services Data from the Uniform Statistics Reporting Form -data includes estimates for NC as SARS grid not utilized at that site until spring semester 2016.

Student Health Services Data utilizing SARS grid

Students Served	2012-2013*	2014-2015*	2015-2016#	2016-2017#	2017-2018#	2018 Fall only	Fall 2020 Target	Fall 2025 Target
District-wide	2,036	1,949	1,971	2,226	1,794	1,253	2,268	2,495
North County	320	168	175	343	182	156	197	217
SLO	1,716	1,786	1,796	1,883	1,612	1,097	2,071	2,278

Total Number of Students Served - Mental Health Therapy Only

*Student Health Services Data from the Uniform Statistics Reporting Form and SARS grid.

Students Served	2012-2013	2013-2014	2014-2015		2015-2016 <i>*First Year utilizing MFT interns</i>	2016-2017	2017-2018	2018- <i>Fall only</i>
District-wide	213	380	498		631	815	815	452
North County						43	30	75
SLO						772	785	377

B. Data Interpretation: Describe results from previous improvement efforts to the program based on institutional or departmental changes.

- During the 2017-2018 school year Health Services was without a coordinator for several months, as well as reduced RN/NP staffing due to a medical leave and difficulty hiring and maintaining nursing staff. Therefore, total students served was less than prior years. We anticipate the 2018-2019 data will follow previous trends since our staffing improved.
- Identify areas if any that may need improvement for program quality and growth.
 - We identified difficulty with the SARS grid for reporting of health and mental health data. We hope to move to a new Electronic Medical Record (EMR) soon that is relevant to medical charting and data collection.
 - The new Director will work with Institutional Research department to improve data collection and management. This was a previous goal carried over due to the change in leadership.
 - Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.
 - With decreasing revenue, we must continue to be vigilant with our budget and seek revenue from sources that might augment student fees. By collaborating with departments across Cuesta College, we continue to seek additional sources of revenue. We are exploring innovative ways to serve students during our summer session, which is typically slow and provides for opportunity to address inter-department needs, such as partnering with an outside physician to provide physicals for any interested student. This has been a need for the Nursing Allied Health Department and has the potential to generate income for Health Services since this is beyond the scope of our typical services.

IV. ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

- Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

We have limited data in this area due to turnover in leadership and the department being without a coordinator for much of the 2017-2018 school year.

- Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

A. Regulatory changes

- Student Health Services needs to improve our smoking cessation programs if we are going to offer help to students looking to quit smoking, vaping, etc., following the new Tobacco Free Campus policy. We must be mindful of the cost benefit of providing such resources, since prior attempts to offer cessation classes were met with little interest from students. We should anticipate a higher motivation to quit (for some students) following this new policy.

B. Internal and external organizational changes

- Cuesta College has had several key staff changes. Tonya Leonard and Frances Wheeler are proposed to be under the supervision of Nicole Johnson, Director of Health Services following restructuring. One Office Assistant was eliminated and replaced with a Program Specialist. There are no anticipated challenges to these changes.

C. Student and staff demographic changes

- An overall decrease in the number of enrolled students and an increase in the number of enrolled students that are not required to pay the mandatory Student Health fee (Distance Education and South County Students) has decreased the revenue of Student Health Services over the last several years. This decrease in revenue coupled with an increase in demand for mental health services requires careful planning and evaluation to provide services that are responsive to student needs. Though Health Services saved money due to unanticipated staffing shortages in the 2017-2018 year, this is not sustainable, and the college will need to review our policy for collecting the health service fee to not only

ensure adequate funding, but to provide for the health and wellness needs of all students using traditional and non-traditional platforms to serve DE students. As the health center is increasing the type and number of services provided, we will continue to utilize carryover dollars as needed to update our equipment, with several anticipated upgrades required in the next year (including a vaccine storage refrigerator that meets regulatory guidelines, a new cholesterol machine for NCC (after equipment failure this year), etc.

D. Community economic changes-workforce demands

- With changes anticipated in the Affordable Care Act and Medi-Cal for undocumented students, access to healthcare for many of our students may be affected. This changes how we refer students with health needs beyond our capacity to treat.

E. Role of technology for information, service delivery and data retrieval

- Health Services staff is spending considerable time and money on an outdated paper charting system. The estimated cost of managing a chart center when considering the time it takes for creation, tracking, storage and maintenance of paper records cost \$8 per record per year. We create at least 500 new charts a year (with an estimated cost of \$4,000 for new charts alone) and see an average of 2,200 students per year, with an estimated cost of \$17,600 to maintain 2,200 charts per year. We would like to upgrade to an EMR and speed up our history gathering, charting, scheduling, improve data collection, and provide automated charges to student accounts when applicable, and provide a more protected and compliant medical record. *Time saved documenting visits will allow us to see more students, manage our time more efficiently, and provide a cost savings to the department.*
- The role of technology in promoting Health Services for DE students, as well as connecting to all students through multimedia platforms becomes increasingly popular and Cuesta Health Services is committed to staying on top of new ways to use technology for these purposes. California Virtual Campus-Online Education Initiative (CVC_OEI) will be integral in supporting DE students and further justification to charge all students a Student Health Fee as we move to online technology for providing health education.

F. Providing Service to multiple off-campus sites

- Health Services will continue to adjust the health center schedule on both the NC and SLO campuses to meet the needs of our evolving student population.
- Services provided on the SLO campus will be replicated when possible and/or modified to meet the needs of the NC campus.
- Health Services will continue to research ways to offer resource and referral information to students that may not benefit from attending the SLO or NC campuses (e.g. updated website links, Student Health 101, participation in community-based events).

G. Anticipated staffing changes/retirements

- After hiring several positions over the past year, we do not have any more anticipated staffing changes.

VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

- As the Cuesta College Foundation grant program has limitations on continued funding, Student Health Services is requesting funding to continue utilizing mental health interns to provide cost effective services for students. This program has proven to be a cost-effective method of providing excellent mental health care for our students.
- Student Health Services is also requesting funding to support the continued development of a peer nutrition education funding. We would like to expand our peer mentor programs beyond NEAT and include student ambassadors to implement our tobacco free policy.

B. Equipment/furniture (other than technology)

- Student Health Services is requesting, through the Resource Plan process, the replacement of outdated or broken equipment, including: Cholesterol machine and a small Vaccine Storage Fridge that is CDC compliant.

C. Technology

- Student Health Services is requesting ongoing support of the online magazine, Student Health 101. The role of technology in promoting Health Services for DE students, as well as connecting to all students through multimedia platforms becomes increasingly popular and Cuesta Health Services is committed to staying on top of new ways to use technology for these purposes.
- Student Health Services is requesting a Chromebook for the Program Specialist to use in the field during outreach and events.
- Student Health Services is requesting funding for PyraMed Software to support an EMR (online electronic record). Staff spends considerable time and money on outdated paper charting. The estimated cost of managing a paper chart when considering the time it takes for creation, tracking, storage and maintenance of paper records cost \$8 per record per year. We create at least 500 new charts a year (with an estimated cost of \$4,000 for new charts alone) and see an average of 2,200 students per year, with an estimated cost of \$17,600 to maintain 2,200 charts per year. We would like to upgrade to an EMR and speed up our history gathering, charting, scheduling, improve data collection, and provide a more protected and compliant medical record. *Time saved documenting visits will allow us to see more students, manage our time more efficiently, and provide a cost savings to the department.*

D. Facilities

- None

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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